ABSTRACT

A method and apparatus for generating an agent schedule for a multi-contact center that has immediate queues and deferred queues. In one embodiment, a method includes scheduling software receiving a plurality of scheduling data from a user interface, and the scheduling software generating a plurality of scheduling constraints.

5   The method further includes a search engine using the plurality of scheduling constraints to generate a plurality of potential schedules including first potential schedules for immediate queues, and second potential schedules for deferred queues. The method further includes performing a first analysis on the first potential schedules to generate first estimated service levels, and performing a second analysis on the

10   second potential schedules to generate second estimated service levels, wherein the first estimated service levels and the second estimated service levels are expressed in interchangeable units.